

A. 2005 Program Review

Fleet Management Team Receives 2005 Governor's Award for Quality and Productivity

The interagency Fleet Management Team was recognized as one of six winners of the 2005 Governor's Award for Quality and Productivity. The team won the award in the efficiency category. Governor Matt Blunt recognized the team at a ceremony on September 20, 2005 for the following accomplishments:

- Developed and implemented a comprehensive State Vehicle Policy
- Reduced commuting in state vehicles by 74%
- Implemented a uniform fleet tracking system with reporting capabilities
- Established an accurate count of the number of state owned vehicles
- Eliminated over 1,100 underutilized vehicles from the state fleet
- Increased the efficiency of pool vehicles by 18%
- Created the *Trip Optimizer*, an interactive web application to assist employees in determining the most cost effective mode of travel

Pictured below are Governor Matt Blunt and Commissioner of Administration Michael Keathley with the winning team members.



Team Members: Mark S. Kaiser (OA), Cindy Dixon (OA), Stan Perkins (DNR), Doug Stephan (DOLIR), Rick Contryman (DSS), Rhonda Fogelbach (DPS), Kevin Kolb (DHSS), Mike Haake (DMH), Jim Gerling (MDC), Rich Villmer (DESE), Stacey Jacobs (State Tax Commission), Tonna Snyder (OA), Steve Waters (DED), Shirley Gerling (MDI), Mitzi Roach (OA), Greg Sandbothe (DHE), Alan Clements (MDA), Brenda Davis (DOR), Rick Petty (Lottery), D'ann Uptegrove (OA), Jeannie Wilson (MoDOT), Tom Shultz (OA), Larry Rains (MSHP), Joan Hays (DOC).

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Governor Blunt Signs Executive Order 05-02 Restricting Vehicle Purchases

On January 11, 2005, Governor Blunt signed Executive Order 05-02 prohibiting the purchase or lease of non-emergency motor vehicles except as approved by the Commissioner of Administration.

OA Awards New State Fleet Fuel Card Contract to Voyager Fleet Systems Resulting in Cost Savings for the State

A new fleet fuel card contract was awarded on July 1, 2005 to U.S. Bank, Voyager Fleet Systems. The new contract includes volume-based rebates that could exceed \$70,000 annually (based on the first rebate). The state also received a \$15,000 signing bonus. For the first time, all state agencies are now using same fleet fuel card for their retail fuel purchases. Previously, MoDOT and the Highway Patrol had a different contractor.

In 2006, the State Fleet Management Program will work closely with Voyager to offer the following program enhancements to state agencies:

- FleetCommander Online, an online reporting and account management tool
- Import of fuel transactions from Voyager into the State Fleet Information System to eliminate data entry of fuel expenses
- Free Roadside Assistance Program

State Fleet Management Begins Implementation of New Smart Lease Vehicle Program

State Fleet Management initiated a new Smart Lease Vehicle Program in December of 2005. Fully implemented, the program may result in savings up to \$850,000 annually by redirecting employee business miles from high cost mileage reimbursement to much lower cost lease purchased state vehicles. Smart Lease will allow agencies to finance the purchase of mid-size sedans on state contract over a five-year period. Immediate savings from mileage reimbursement expenditure reductions will be used to purchase vehicles and generate additional savings in agency operating budgets.

New Electronic Complaint Form to Report Misuse of State Vehicles Now Available

A new web-based form is now available for citizens to confidentially report the misuse of state vehicles. Data entered into the online form is emailed to State Fleet Management and then forwarded to a designated state agency contact. This new process has provided another method for citizens to report the misuse of state vehicles and has greatly reduced time and effort in processing complaints.

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State Agencies Reduce Travel Expenditures Through Increased Use of the Trip Optimizer and Rental Services Contract

State Fleet Management continued promotion of the *Trip Optimizer* in 2005. The *Trip Optimizer* is a web-based travel cost estimating tool for instate trips. Employees enter their round trip miles and the number of travel days and the most cost effective travel option is displayed between a state or rental vehicle and mileage reimbursement.



Several agencies have now incorporated the use of the *Trip Optimizer* into their internal travel policies. Use of the rental services contract more than doubled in the second year as more agencies began to use rental vehicles as a lower cost option to mileage reimbursement when state vehicles were unavailable.

The below table illustrates rental contract utilization and estimated savings per mile compared to mileage reimbursement.

Rental Contract Utilization And Estimated Savings							
Fiscal Year	Trips	Rental Days	Miles	Average Rental Cost Per Mile	State Mileage Reimbursement Rate	Savings Per Mile	Total Estimated Savings
2004	1,386	3,077	481,722	\$.250	\$.33	\$.08	\$38,537
2005	2,972	6,612	1,042,712	\$.252	\$.345	\$.093	\$96,972

The Trip Optimizer may be accessed via the web at: <http://www.oa.mo.gov/gs/fm/traveloptions.htm>. A new State Travel Policy will be issued in 2006 requiring agencies to use the lowest cost travel option. The new policy will direct more business miles to state and rental vehicles and away from mileage reimbursement which is the most costly per-mile option.

Major Upgrade to the State Fleet Information System In Progress

Major upgrades to the State Fleet Information System were designed in 2005 and will be implemented in 2006. The upgrades will allow for a more robust system to enhance the management of the fleet. The major changes include:

1. New interface with the Department of Revenue to validate driver's licenses of state employees that operate state vehicles
2. New driver incident database to capture state driver accident and complaint history. This data may be used in conjunction with driver's license point data from DOR to direct high risk drivers to driver's safety training

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3. New interface with Voyager fleet fuel card to reduce data entry of fuel transaction data
4. New carpool scheduling subsystem which will be available to agencies to use for multiple pools at multiple locations
5. Merging of the OA/Vehicle Maintenance system into the State Fleet Information System. This will eliminate duplication of effort by using one system to maintain vehicle data and facilitate vehicle maintenance work order processing. Key features of this system consolidation are:
 - Online work order and scheduling functionality for OA Vehicle Maintenance including email notifications to agencies when work is scheduled and completed
 - Automated billing and payment processing for OA Vehicle Maintenance to reduce duplication of effort and eliminate manual processes
 - Capture of vehicle and parts warranty information to avoid unnecessary expenditures
 - Preventative maintenance reminders emailed to state agencies
 - Printable web pages to display vehicle maintenance history for state vehicles

Agencies Continue To Improve Vehicle Data Reliability

The State Fleet Information System reconciles data with the Department of Revenue records on a quarterly basis to help insure the accuracy of state vehicle data. The reconciliation program checks the accuracy of the vehicle identification number and license number for each agency. Since the inception of the State Fleet Information System in 2003, the error rate has dropped from approximately 10.5% to 1%.

In 2005, State Fleet Management worked with the Department of Revenue to create a new policy that requires agencies to surrender license plates within 90 days if the plates will not be reassigned to another vehicle.

State Fleet Management Consolidates Two Agency Pools Into the OA Pool

In 2005, two agencies, the Department of Public Safety, Director's Office and the Department of Economic Development, Administration Division, consolidated a combined sixteen vehicles into the OA vehicle pool. This move eliminated administrative burdens for the two agencies and effectively increased available vehicles for all agency customers of the OA Pool, which supports OA, elected officials and several other state agencies as a backup to their own internal pools.

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State Auditor Issues Follow-up Fleet Audit, Acknowledges OA Efforts

The State Auditor's Office issued a Fleet Management Follow-up Audit in December of 2005. The audit acknowledged OA's efforts in implementing the original 2001 audit recommendations. The follow-up audit made other recommendations to reduce costs and improve the efficiency of the fleet. The State Fleet Management Program was already in the process of implementing many of these recommendations. The audit report may be found on the web at: <http://www.auditor.mo.gov/press/2005-96.htm>.